

# WICKHAM COMMUNITY LAND TRUST

## Complaints Policy and Procedure

Approved: Dec 2011

Last reviewed: Feb 2021

Next review: Feb 2024

Available on WCLT website.

### Objectives

WCLT wishes to make it easy for their tenants to register a complaint and we welcome the opportunity to address and resolve those concerns with minimal formality. Effective resolution will help us to:

1. Improve our service
2. Improve customer satisfaction and confidence
3. Identify strengths and weaknesses and help us to anticipate future problems.

### Definition of a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, actions or lack of action provided by WCLT or those acting on its behalf, affecting an individual resident or group of residents.

The term applies to a situation where the person making the complaint thinks that things have gone wrong. A request for service is not a complaint.

Examples of situations where a tenant might complain:

- When they think we have failed to carry out repairs to a satisfactory standard
- When WCLT has not done something we said we would do
- When they feel that WCLT has been unreasonable in the way in which we have handled a problem or situation.

## THE COMPLAINTS PROCESS

### STAGE 1

#### 1.1 Making a Complaint

Complaints should be made as soon as possible after the event which has given rise to the complaint and, wherever possible, within 3 months of the event.



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You should outline the nature of your complaint giving as much detail as you can, including times, dates and any relevant names (if you know them) and what you would like done to remedy the situation.

- 1.2 The complaint will be recorded and an acknowledgement sent as soon as possible, normally within five working days of the recorded receipt, and we will indicate the date by which you can expect a full reply, normally within 10 days.
- 1.3 If we decide not to consider the complaint (if for example it is about something that happened too long ago, there are current legal proceedings, it has already been considered, or it relates to something that is not the responsibility of WCLT) we will let you know the reason why we are not considering it under the complaints process. You can take the matter up with the Ombudsman (see below) if you feel we should do.
- 1.4 The complaint will be investigated by a nominated Complaints Officer and our response to you will:
  - address the issues raised in the complaint and might propose a solution
  - explain what happened
  - or offer an apology.

You should normally receive such a response within 10 days of the original complaint, but we may need more time to get further information, if so we will let you know.

- 1.5 We will seek confirmation from you on that either:
  - you now consider the complaint resolved
  - you do not wish to take the complaint forward
  - you wish to take the complaint to the next stage.

If we do not hear from you within 28 days of our response we will consider the complaint closed.

## **STAGE 2**

If you do not consider the complaint resolved:

- 2.1. We will arrange a meeting with you at a mutually convenient time, normally within 20 days of your referring your complaint to Stage 2, between you (the tenant/complainant), the Complaints Officer and another representative of the WCLT board of trustees who was not involved in investigating the complaint.
- 2.2. If it is jointly agreed a meeting is not required or you would prefer not to meet, then the Complaints Officer and other Board Member will consider your concerns about the Stage 1 decision within 20 days of receiving them.
- 2.3 Any discussion, decision and plan for action agreed at the meeting or proposed, if there is no meeting, will be recorded and a copy given to you (the tenant/complainant) within the 20 day period. If more time is needed, we will let you know and the reason it is required.



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2.4 We will seek confirmation from you that either:

- you now consider the complaint resolved
- You are taking the matter up with the Housing Ombudsman Service.

If we do not hear from you within 28 days of our response we will consider the complaint closed.

### **WCLT COMPLAINTS OFFICER**

This will usually be a member of our Housing Sub Committee who is not the subject of the complaint.

### **HOUSING OMBUDSMAN SERVICE**

Under the Housing Act of 1996 all registered social landlords have a duty to become members of any Ombudsman scheme approved by the Secretary of State. WCLT has willingly complied with this duty and will co-operate with any enquiry undertaken by the Housing Ombudsman.

The Ombudsman will investigate a complaint on your behalf but generally will not do so unless you have first exhausted this Complaints Procedure.

The Housing Ombudsman Service  
PO Box 152  
Liverpool L33 7WQ

Tel. 0300 111 3000

E-mail: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

### **Related Policies**

Monitoring and Review  
Tenant Involvement Policy



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